

FISC YOKOSUKA DETACHMENT SASEBO CONTRACTING

Customer Service Standards

You can expect the following when you do business with us

ACCESSIBLE PERSONNEL

- ◆ *The name and phone number of a FISC Yokosuka contracting office associate to facilitate processing of your requirements.*
- ◆ *During normal business hours, 0800 – 1600 Monday through Friday, you can reach the following personnel to assist you with your Requisition.*
SAP (small purchase) actions: Chief, SAP Branch, DSN 252-3649
Large purchase actions: Chief, General Contracting Branch, DSN 252-3649
Ship Repair actions: Chief, Ship Repair Contracting Branch, DSN 252-2852
- ◆ *For urgent requirements outside of normal working hours please contact FISC customer service at 252-3144. They will contact the appropriate personnel to assist you with your requirement.*

TIMELY SERVICE

- ◆ *Up to \$25,000: 90% within 20 days*
- ◆ *\$25,001 - \$100,000: 90% within 30 days*
- ◆ *Greater than \$100,000: 95% of awards processed on or before planned awarded date established in initial milestone plan*

ON TIME DELIVERY

- ◆ *We will negotiate the best possible delivery date in accordance with your needs. If your required delivery date isn't possible, we'll notify you so you may plan accordingly. Our goal is 100% of deliveries will meet the customers' need.*
- ◆ *Prompt contract administration to secure on-time deliveries. 98% of all deliveries will be in accordance with the contract.*

COURTEOUS SERVICE

- ◆ *Courteous service all of the time.*